

W-02113A-07-0551



0000091636

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73652

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Jimmy**

Epperson

Account Name: Jimmy Epperson and Rachel Hobbs

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Chaparral City Water Company**

Division:

Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

Jimmy Epperson and Rachel Hobbs

Hm Phn: 480-695-4274

Docket No. W-02d113A-07-0551

Arizona Corporation Commission

DOCKETED

DEC - 9 2008

DOCKETED BY

[Signature]

This is unjustified and unreasonable attempt to increase our costs. Do not okay this rate hike. Why should residents be gouged for something as essential as water.

Thank You

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

12/4/2008 - Email to Customer:

Dear Jimmy Epperson and Rachel Hobbs,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

2008 DEC - 9 A 11:17

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73652

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73575

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Tim Last: Beglin

Account Name: Tim Beglin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: n/a

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - OPINION OPPOSED:

RE: Docket No. W-02113A-07-0551

Timothy M. Beglin
[REDACTED]

Chaparral City Water
Docket No. W-02113A-07-0551

-----12/2/2008 - Email from Customer:

This was not for "approval", it was to oppose the increase. Please make sure that my application reflects this.

Thank you for your time.

Timothy M Beglin
[REDACTED]

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

Dear Tim Beglin;

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

Unfortunately, I am unable to view any comments you may have intended to express within the document attached. Please respond with any comments and concerns you would like your opinion to reference.

If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz

12/2/2008 - Email to Customer:

Tim,

Thank you for responding within a timely manner. As previously advised, the opinion was not filed in favor nor opposed to the pending rate application as the attached public comment form you included within your email was incomplete.

Since you have now verified that you are "opposed to Chaparral Water Company's request", I will updated your opinion accordingly.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73575

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73573

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **John and Karen**

Kapinos

Account Name: John and Karen Kapinos

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

Subject: No increase for Chaparral Water

Hi,

Please find our input (attached) on the proposed increase in water prices in Fountain Hills.

Thank you for your consideration.

John and Karen Kapinos

ATTACHED:

Our current water bill is almost \$700.00 per year.

We use very little water, taking many of our showers at a local tennis facility.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

12/2/2008 - Email to Customer:

Dear John and Karen Kapinos;

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 12/2/2008

Opinion No. 2008 - 73573

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73574

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Michael

Atkinson

Account Name: Michael Atkinson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

I am against any proposed increase in our water bill.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

12/2/2008 - Email to Customer:

Dear Michael Atkinson,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 12/2/2008

Opinion No. 2008 - 73574

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No. 2008 - 73576**

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Linda**

Bauerle

Account Name: Linda Bauerle

Home: [REDACTED]

Street: [REDACTED]

Work:

City: n/a

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

Please count this comment against the Chaparral Water Rate Hike.

Linda Bauerle

ATTACHED:

NO RATE HIKE!

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

Linda Bauerle;

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") for approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 12/2/2008

Opinion No. 2008 - 73576

W.02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73580

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Douglas and Janet Hebert

Account Name: Douglas and Janet Hebert

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. W-02113A-07-0551

From: Janet Hebert [mailto:[REDACTED]]
Sent: Monday, December 01, 2008 10:23 PM
To: Utilities Div - Mailbox
Subject: Chaparral City Water Docket W-02113A-07-0551

I saved Public Document as a blank form, manipulated, and tried to save with text. It is impossible to save form with input text. I will share my opinions below.

Complaint on Chaparral City Water
Complaint dated December 1, 2008
Docket Number W-02113A-07-0551
My position is AGAINST docket
Douglas and Janet Hebert
[REDACTED]
Fountain Hills, Arizona [REDACTED]
[REDACTED]
Email - design4u2@cox.net

The pending rate increase for Chaparral City Water is extremely high considering the economics we are facing today. It is greed that has put our country in this predicament. We, the public, want to see this behavior stopped!

Energy cost are down to the lowest levels in five years. How can one justify an increase when delivery cost are at it's lowest level in years? Businesses and government services are cutting back to reduce cost in this

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

economic down turn. This is all Chaparral City Water has to offer it's customers and community?

Please re-evaluate their request to increase water rates within our community of Eagle Mountain. We do not want to see our community suffer additional real estate losses due to higher HOA dues, monthly water utility costs, or loss of beautiful golf course due to absorbent golf fees imposed by water increases by Chaparral City Water.

Thank you for your consideration,

Douglas and Janet Hebert
residents of Eagle Mountain Community
Fountain Hills, Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/2/2008 - Email to Customer:

Dear Douglas and Janet Hebert;

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You,
Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 12/2/2008

Opinion No. 2008 - 73580

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73650

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Susan J.**

Drummey

Account Name: Susan J. Drummey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

From: riverlocks s [mailto:[REDACTED]]
Sent: Tuesday, December 02, 2008 4:16 PM
To: Utilities Div - Mailbox
Subject: Objection: Docket # 02113A 07 00551

Position on Docket: CON
Objection: Docket # 02113A 07 00551

Objection 41% -- Chaparral City Water Company increase! I can understand a small rate increase but 41% is not justified. Especially when originally proposed rate was twice what it is today [December 2, 2008]. This needs to be re-evaluated.

Thank you,

Susan J. Drummey

[REDACTED]
Fountain Hills, AZ [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/4/2008 - Email to Customer:

Dear Susan Drummey,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73650

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73653

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Ronald

Genovese

Account Name:

Ronald Genovese

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fountain Hills

CBR:

State:

AZ Zip: [REDACTED]

is:

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

From: Marion Chaney [mailto:[REDACTED]]
Sent: Tuesday, December 02, 2008 10:29 AM
To: Utilities Div - Mailbox
Cc: rvg@gpe1.com
Subject: Arizona Corporation Commission Public Comment Form

ATTACHED:

As residents of Fountain Hills, we are shocked at the proposed rate increase of more than 40% by the Chaparral Water Company.

We ask the Commission to REJECT such high increase and to review the report as to its merit and fiscal accuracy.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Email to Customer:

Dear Ronald,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73653

W.02113A.07.0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 73720

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Stephen R. & Ronda Wapon**

Account Name: Stephen R. & Ronda Wapon

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

Dear Administrator:

I would like to take this opportunity to voice my strong opposition to the proposed water rate increase. Like so many increases that are sent our way, we have no opportunity to shop for an alternative product. The water that we use is supplied through a single source who has the power to change rates as they see fit. You could not have picked a worse time to hit customers from yet another direction. The economy is a mess, and your proposal adds another price increase that the average person cannot control or do without. I speak for a great many people when I urge the Arizona Corporation Commission to reject any water rate increases at this time. Thank you for all of your efforts, and we appreciate your thorough consideration of this proposal.

Sincerely,

Steve & Ronda Wapon
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Replied with the following email:

RE: Chaparral City Water Company

Dear Steve & Ronda Wapon,

Your email dated December 1, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6556.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
(520) 628-6556

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.
End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73720

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73466

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Donald Last: Kingsley

Account Name: Donald Kingsley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Opened email 12/01 upon my return to work)

In this time of the most severe financial crisis facing our country, a water bill increase of the sort proposed is irresponsible. Aside from the hardships visited upon the general public, the amount of increase has not been justified in any way. The company's justification: higher operating expenses, the recovery of new plant additions and Chaparral's inability to earn its authorized rate of return on investment, are not presented in any detail to the public. The higher operating expenses must be evaluated. It is hard to imagine that they have increased more than 30 percent. Its authorized rate of return should be evaluated in terms of the existing financial crisis. The executives of this company and their compensation should be thoroughly examined to understand their management method and business philosophy. This increase makes no sense at all beyond greed and poor business planning.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following via email:

December 01, 2008

RE: Chaparral City Water Company
Docket No. W-02113A-07-0551

Dear Mr. Donald Kingsley,

Your email dated November 28, 2008 regarding the Chaparral City Water Company rate application sent to the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73466

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73578

Date: 12/2/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **David**

Petty

Account Name: David Petty

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed:

RE: Docket No. W-02113A-07-0551

From: DAVID PETTY [mailto:[REDACTED]]
Sent: Monday, December 01, 2008 8:12 PM
To: Utilities Div - Mailbox
Subject: Emailing: public comment

ATTACHED;

PUBLIC COMMENT FORM (INCOMPLETE)

12/4/2008 - Email from Customer:

Thank you very much for notifying me of the incomplete comment form. The information that you requested is as follows:

David B. Petty

[REDACTED]
Fountain Hills AZ. [REDACTED]

Chaparral City Water Company

Docket # W-02113A-07-0551

I am opposed to the 41% rate increase being requested by the Chaparral City Water Company. It is my opinion

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

that this is excessive. I would consider an increase of 5% per year would be acceptable.

Thank you for providing me with this opportunity to comment on this rate request.

Sincerely,

David B.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

12/2/2008 - Email to Customer:

Dear David Petty;

Your email sent to the Arizona Corporation Commission ("Commission") on December 1, 2008 has been received has been received. It appears you may have intended to express an opinion in regard to a pending matter involving a utility company within the document attached. Unfortunately, the attached document is incomplete. Please respond with your name, service address, the utility company your opinion applies to and any comments and concerns you would like your opinion to reflect.

If you should have any questions related to this matter, please feel free to call me directly at 602-542-2406 or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst

12/4/2008 - Email to Customer:

Dear David Petty,

Your email sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Chaparral City Water Company ("Chaparral City") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Chaparral City rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

ARIZONA CORPORATION COMMISSION
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Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73578

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73677

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: John A. Last: Racana

Account Name: John A. Racana

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

2008 has been and continues to be a very bad year financially. Recession has been prevelant since 12/07. I am on social security and I believe I received less than 2% c.o.l. this year. For any company to ask for what amounts to a 41% increase is something that offends me on a personal note. I am a "captive" customer and strongly object to this increase. This town should do their best to find a company that is aware of what's going on, and is able to run their business in a straight and fair way. This request shows neither.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customer and acknowledged his correspondence regarding his opinion against the proposed rate increase. I told customer that the ACC appreciates the time he took to express his opinion and that it will be docketed so that the Commissioners will have an opportunity to read his concerns prior to rendering their decision on this matter.

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/4/2008

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73628

Date: 12/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Don & Gloria Last: Meyer

Account Name: Don & Gloria Meyer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-28-08:

We object to the proposed water rate increase. Let conserve water, not raise rates especially in these times.

Thank you,

Gloria and Don Meyer
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message and provided my name and toll free tel #. I acknowledged their ACC Public Comment Form dated 11-28-08 and expressed thanks for taking the time to express their opinion in this matter. I advised their opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73628

W.02/13A.07.0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73637

Date: 12/3/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Diana

Nightingale

Account Name:

Diana Nightingale

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Fountain Hills

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

Is: E-Mail

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-25-08:

During these financially tough times, an increase in home water costs, plus the added increase of water costs to our HOA may just be the straw that breaks the camel's back!! It's little extra costs that could make it impossible to remain in one's home. I live off of Social Security and a very tight budget. Please do not do this!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer @ 3:28pm and provided my name and toll free tel #. I acknowledged her ACC Public Comment Form dated 11-25-08 and expressed thanks for taking the time to express her opinion in this matter. I advised her opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551.
File closed.

End of Comments

Opinion No. 2008 - 73637

Date Completed: 12/3/2008

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73607

Date: 12/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: John Last: Kuchan

Account Name: John Kuchan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Form dated 12-1-08:

This is too high on an increase. We are on a limited budget.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and spoke to customer's father Dell @ 10:33am. I provided my name and toll free tel # and acknowledged the ACC Public Form dated 12-1-08 from his son, expressed thanks for his son taking the time to express his opinion in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case. docket No. W-02113A-07-0551. File closed.
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73607

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73615

Date: 12/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Linda Last: Schwaba

Account Name: Linda Schwaba

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 12-01-08:

The rate increase is unjust and unreasonable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and provided my name and toll free tel # and acknowledged her ACC Public Comment Form dated 12-1-08. I expressed thanks for taking the time to express her opinion in this matter. I advised her opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no. W-02113A-07-0551. File closed.

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73615

W.02113A.07.0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73619

Date: 12/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Nancy

Rosenthal

Account Name: Nancy Rosenthal

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-29-08:

I believe this rate increase is excessive and should not be approved. I got 2% pay increase from my employer because of the slow economy. My 401K was reduced by half and my retirement investments were too. I'm sorry for Chaparral's problems but they should have planned better. I'm tired of bailing out everyone. Let them have a 2% increase just like me.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 11:58am and provided my name and toll free tel #. I acknowledged her ACC Public Comment Form dated 11-29-08 and expressed thanks for taking the time to express her opinion in this matter. I advised her opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.

End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73619

W: 02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2008 - 73626

Date: 12/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Kenneth Last: Christian

Account Name: Kenneth Christian

Home: ()

Street: ()

Work:

City: Fountain Hills

CBR:

State: AZ Zip: ()

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: ()

Contact Phone: ()

Nature of Complaint:

Received the following ACC Public Comment Form dated 12-1-08:

This rate increase is exorbitant! The unreasonable percentage will put an unjust burden on homeowners.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 1:14pm and provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 12-1-08 and expressed thanks for taking the time to express his opinion in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.
End of Comments

Date Completed: 12/3/2008

Opinion No. 2008 - 73626

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73174

Date: 11/19/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Barbara & Brian

Bender

Account Name: Barbara & Brian Bender

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-9-08:

We object to this proposed increase basis that it is unjust and unreasonable. In these unstable times Arizonans can't take any more increases of any kind!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message @ 3:10pm. I provided my name and toll free tel # and acknowledged his ACC Public Form dated 11-10-08 and expressed thanks for taking the time to express their OPINION in this matter. I advised their opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company, Docket No. W-02113A-07-0551. File closed.

End of Comments

Date Completed: 11/19/2008

Opinion No. 2008 - 73174

W.02113A.07.0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73196

Date: 11/21/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: William Last: Heasley

Account Name: William Heasley

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Public Comment Form dated 11-10-08:

I believe any attempt to increase water rates at this time considering the present state of the economy is completely inappropriate and should be denied.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and left voice mail message providing my name and toll free tel #, I acknowledged his ACC Public Form dated 11-10-08 and expressed thanks for taking the time to express his OPINION in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Lupe Ortiz @ ACC Phx Office to have this docketed toward the Chaparral City Water Company, Docket No. W-02113A-07-0551. File closed.

End of Comments

Date Completed: 11/21/2008

Opinion No. 2008 - 73196

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73759

Date: 12/8/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Raymond R.

Spejcher

Account Name: Raymond R. Spejcher

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

We are opposed to the 41% increase in water rates for the town of Fountain Hills.

Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer and left a voice mail message acknowledging that we have received his correspondence regarding his Opinion against the proposed rate increase by Chaparral City Water Company. I also stated that his opinion would be docketed so that the Commissioners would have an opportunity to read his concerns before rendering their decision. FILE CLOSED.

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/8/2008

Opinion No. 2008 - 73759

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73740

Date: 12/8/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

J.

Dobrow

Account Name:

J. Dobrow

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fountain Hills

CBR: [REDACTED]

State:

AZ

Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Received the following customer e-mail:

From: [REDACTED]
Sent: Sunday, December 07, 2008 11:40 PM
To: Utilities Div - Mailbox
Subject: comment on water docket W-02113A-07-0551

Please see attachment.

I wish to strongly protest the proposed 36% rate increase by Chaparral Water.

All utilities face rising costs, but passing them through as a single huge rate increase is unjust.

Our community has taken significant steps to reduce water consumption, adopting ever-stricter policies about landscaping and banning numerous water-happy non-native species of trees and shrubs.

Additionally, our volunteer Board has worked extremely hard, putting in extra hours to ensure that our HOA rates are kept at a reasonable level. The proposed increase by Chaparral would have a double-whammy effect on us, by increasing both our personal water rates and necessitating an increase in the HOA fees.

We can hardly afford that at a time when home values have been in a free-fall. I should know. As late as June I had my house on the market for \$719K, a reasonable price given the sale of an identical property in February for \$725K. Today, just six months later, Zillow values my house at \$481K. A precipitous increase in utility costs will only make it that much harder for this badly damaged real estate market to recover.

End of Complaint

ARIZONA CORPORATION COMMISSION

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Utilities' Response:

Investigator's Comments and Disposition:

I called the customer, left voice mail message @ 12:41pm, provided my name and toll free tel #. I acknowledged his ACC Public Comment Form dated 12-8-08 and expressed thanks for taking the time to express his opinion in this matter. I advised his opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Chaparral City Water Company rate case, docket no.W-02113A-07-0551. File closed.

End of Comments

Date Completed: 12/8/2008

Opinion No. 2008 - 73740

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73724

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Vera Ellen**

DiMaio

Account Name: Vera Ellen DiMaio

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

Chaparral Water is asking for a 41% rate increase. In these times; this is unacceptable.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following email:

RE: Chaparral City Water Company

Dear Vera Ellen DiMaio

Your email dated December 02, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73724

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73699

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Lisa & Tony Andreotti

Account Name: Lisa & Tony Andreotti

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
12/2/2008

Lisa & Tony Anderotti

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: 41% Increase in water rates
Case or Utility Name: Chaparral City Water Company
Docket Number: W-02113A-07-0551
Position on Docket: Con

THIS INCREASE IS OUTRAGEOUSLY HIGH!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5 called customer to thank him for the comments regarding the proposed increase. Advised him they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

Date Completed: 12/5/2008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2008 - 73699

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73692

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
B Yourk

Account Name: B. Yourk

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
11/26/2008

B Yourk
[REDACTED]
Fnt Hills, AZ 85268

Phone: [REDACTED]
Email:

Docket you wish to comment on: W-02113A-07-0551
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water Company
Position on Docket: Con

This rate increase is unconscionable!!! To raise rates 41% in this economic crisis sends shivers down my spine as well as through my wallet. For those commissioners who approve such a rate increase, we will surely hold them accountable when it is our turn to vote.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5 called customer to thank him for the comments regarding the proposed increase. Advised him they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 12/5/2008

Opinion No. 2008 - 73692

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73695

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert Last: Modic

Account Name: Robert Modic

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
12/2/2008

Robert Modic
[REDACTED]

Phone: [REDACTED]
[REDACTED]

Docket you wish to comment on: WATER Docket
Case or Utility Name: Chaparral City Water Company
Docket Number: W-02113A-07-0551
Position on Docket: Con

The proposed rate increase is unjust and unreasonable.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5 called customer to thank him for the comments regarding the proposed increase. Advised him they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

Date Completed: 12/5/2008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2008 - 73695

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73694

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: John Last: Winter Jr.

Account Name: John Winter Jr.

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
Dec. 1, 2008

John M Winter Jr
[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: Chaparral Water Rate Inc.
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water Com.
Position on Docket: Con

We are opposed to the 41% increase in water rates for Fountain Hills.

Thank you
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5 called customer to thank him for the comments regarding the proposed increase. Advised him they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/5/2008

Opinion No. 2008 - 73694

W.02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73697

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **A. Gordon**

Standerwick

Account Name: A. Gordon Standerwick

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company. **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
12/1/2008

A. Gordon Standerwick

[REDACTED]
Fountain Hills, AZ 85268

Phone: [REDACTED]
[REDACTED]

Docket you wish to comment on: W-02113A-07-0551
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water Co.
Position on Docket: Con

Our rates are high enough. Put it to a community vote! Before hiking up the cost and state your reasons
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5 called customer to thank him for the comments regarding the proposed increase. Advised him they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/5/2008

Opinion No. 2008 - 73697

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73678

Date: 12/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Karen C.**

Holloway

Account Name: Karen C. Holloway

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-02113A-07-0551

Received the following correspondence:

I am retired and on a fixed income. I cannot afford such a large increase in the water rates, especially now with the state of our economy. Such an increase may force many residents of Fountain Hills, who rely on Chaparral City water, to move out of town

Karen C. Holloway
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Replied with the following email:

RE: Chaparral City Water Company:

Dear Ms. Karen C. Holloway:

Your correspondence dated December 02, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/4/2008

Opinion No. 2008 - 73678

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73700

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Sharon Last: Yourk

Account Name: Sharon Yourk

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
11/26/2008

Sharon Yourk
[REDACTED]
Fnt. Hills, AZ 85268

Phone: [REDACTED]

Docket you wish to comment on: W-02113A-07-0551
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water Company
Position on Docket: Con

I am totally against this outrageous request. These people are crazy to ask to much of People who are already strapped for money. Tell them NO!

Thanks
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/5 called customer to thank her for the comments regarding the proposed increase. Advised her they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

Comments also filed by B. Yourk at same address.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73700

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73701

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Beverly**

Kern

Account Name: Beverly Kern

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551

12/1/2008

Beverly Kern

[REDACTED]
Fountain Hills, AZ 85268

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Increase of water cost

Docket Number: W-02113A-07-0551

Case or Utility Name: Chaparral City Water Company

Position on Docket: Con

We are in a very bad economy, so it seems that we should not have an increase of 41% on our water. I think this increase will hurt many people that are trying to survive the economy. If Chaparral Water Company has a profit each year, there should be no increase in the price of water. If an increase is needed, it should be not more than 5%.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/5 called customer to thank her for the comments regarding the proposed increase. Advised her they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73701

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73686

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Ronald & Gale Williamson

Account Name: Ronald & Gale Williamson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
November 30, 2008
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St
Phoenix, Arizona 85007
Re: Chaparral City Water Company
Docket No. W-02113A-07-0551

Dear sir or Madam:

Please be advised it is my request that the rate increase for the above mentioned Chaparral City Water Co. be denied. Such an increase would constitute an unreasonable and unnecessary burden to their customers especially during the current depressed economic situation. It would be a particular burden to the many senior citizens among their customers who are on a fixed income. It is my feeling this increase is unnecessary and that Chaparral has exaggerated their circumstances to the commission.

Sincerely,

'4

Ronald L. Williamson

[REDACTED]
Fountain Hills, Arizona 85268

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/5 EMAIL TO CUSTOMER

12/5

Dear Mr. Williamson,

Thank you for your comments on the application by Chaparral City Water Co. for an increase in rates. Your comments will be made a part of the case through Docket Control. The Commissioners will have the opportunity to view these comments before a decision is rendered.

If you should have future questions, please feel free to contact me at [REDACTED]

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division
[REDACTED]

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73686

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73688

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Sandra**

Szymusiak

Account Name: Sandra Szymusiak

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551
11/26/2008

Sandra Szymusiak
[REDACTED]

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: Rate Increase Water Utility
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water
Position on Docket: Con

A 41% rate increase is ridiculous. Most businesses that raised their rates by that kinds of percentage, would go out of business. However, Chaparral City Water knows that we simply can't survive without them. Therefore, we are subservient to their rates. A rate increase is not an unreasonable request, but not 41%. In these economic times when many of us are on fixed incomes, some even struggling to stay in their homes and already feeling the effects of today's economy, I request you to deny this increase. Please, show CCW they need to come back to the table with a more appropriate rate hike request. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

12/5 emailed customer to thank her for the comments regarding the proposed increase. Advised her they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73688

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73703

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Cathay Last: Fischer

Account Name: Cathay Fischer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5 DOCKET NO. W-02113A-07-0551

12/1/2008

Beverly Kern

[REDACTED]
Fountain Hills, AZ 85268

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Increase of water cost
Docket Number: W-02113A-07-0551
Case or Utility Name: Chaparral City Water Company
Position on Docket: Con

We are in a very bad economy, so it seems that we should not have an increase of 41% on our water. I think this increase will hurt many people that are trying to survive the economy. If Chaparral Water Company has a profit each year, there should be no increase in the price of water. If an increase is needed, it should be not more that 5%.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

12/5 Left voice message with customer to thank her for the comments regarding the proposed increase. Advised her they would be docketed and made a part of the case and that the Commissioners will have the opportunity to review them before a decision is rendered.

End of Comments

Date Completed: 12/5/2008

Opinion No. 2008 - 73703

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73711

Date: 12/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Norma Kuehl

Account Name: Norma Kuehl Home: [REDACTED]

Street: [REDACTED] Work:

City: Fountain Hills CBR:

State: AZ Zip: 85368 is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/5
Dec. 2, 2008

Arizona Corp. Commissioners
Public Comment

Norma Kuehl - [REDACTED]
[REDACTED]
Fountain Hills, AZ 85268

Docket : Water Rate Increase # W-02113A-07-0551
Utility Name: Chaparral City Water Co.
Position on Docket: Con

My comments:

The proposed increase is excessive and their service is poor. They don't read the meters every month.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/5
Left voice message with customer that comments would be docketed and Commissioners had the opportunity to review before a decision was rendered. I requested a call back to verify that issues regarding meter reads had been addressed by the company.
End of Comments